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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

For over 15 years my husband and I were stuck with Comcast for our internet connection, both in Long Beach, CA, and later when we moved to San Francisco. Nothing else in the area was as fast and we both work in the technology industry and do occasionally work from home, so it's helpful for us to have a connection that allows for video conferencing. During that time Comcast repeatedly changed our rates, charged us in shady ways for use of their modems, would mysteriously have a new lower rate every time we called to cancel, didn't fix issues that we had with their modems, were difficult to contact every time we moved and would constantly upsell us to get different cable television packages (none of which we need).

Even when we were on Comcast with their highest speed cable connection there were issues with video conferencing. It is so frustrating to be in the middle of talking to a client only to have your video break up on you and have them unable to understand you, it makes you look like you're unreliable.

Competition is key to keeping these rates low and service fantastic. We switched to Sonic fiber over a year ago and it has been like a whole new world. We always have a super fast connection, never have issues with video conferencing, even if someone else is watching television on the same connection. Their customer service is amazing and we've received zero weird price hikes or hidden fees.

Comcast and other large companies like them (*ahem* AT&T) will do anything to keep themselves where they don't have to compete so they can continue drastically raising prices without notice and introducing more and more hidden fees. An affordable high speed internet connection is so important, not just for wealthy tech workers but also for libraries, local schools, and middle-lower income families who can really benefit from having access to higher speed internet. It should be criminal to allow large corporations to get away with all of the shady practices they do!

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